

## **Features**

The Chesterfield County Department of Utilities offers this free and secure webpage for customers to manage their water/wastewater accounts online. By registering, customers are able to:

- make online payments without service fees,
- make transactions completely paperless by receiving e-bills,
- transfer service within Chesterfield County,
- update contact information,
- view transaction history including prior balances, payments and water consumption.

To register, click on “Login” and then select “Register.” You will need your water/wastewater bill that you received after May 2. This bill contains your new Account-Customer number located on the upper left-hand side. When asked for the account number in the login, use the eight-digit number that begins with 0. When asked for the customer number, use the seven-digit number that begins with 2. After you register, you will need your username and password to access the site.

To make a payment without registering or using your username and password, select “Online Payment” under “Online Services.” You will need the new Account-Customer number on the water/wastewater bill that you received after May 2, as well as a valid Visa or MasterCard credit card. When asked for the account number, use the eight-digit number that begins with 0. When asked for the customer number, use the seven-digit number that begins with 2. After entering your information, click on “Go.” You will receive a message that you are being redirected to a third-party site. Click “OK” to proceed with the payment process. If you do not receive this message, check your pop-up blockers to allow access. If you do not see another window with your payment options, your pop-up blocker may not be allowing the payment site to open. Adjust your Internet browser to allow pop-up blockers on this page.

If you would like to pay your water/wastewater bill online, but have not received your new Account-Customer number, please call the billing and customer service section at 804-748-1291, or e-mail the request to [utilitybillservices@chesterfield.gov](mailto:utilitybillservices@chesterfield.gov). Please allow two business days for an e-mail response, and please be advised that callers may experience longer wait times due to a high volume of calls regarding this new site.

## **Computer System Requirements**

In order to register, you will need a browser with 128-bit encryption. To find this, click "Help" in the Internet Browser menu bar and then click “About.” A window will appear indicating your computer's browser version and the cipher strength. Customers accessing the system with a Macintosh computer using Internet Explorer may not have the full functionality of the drop down boxes on the site.